Social Services and Senior:

Annual Repo

for the Fiscal Year
November 2005 to March 20

Social Services and Seniors

Annual Report

for the Fiscal Year November 2005 to March 2006

Prince Edward Island

CANADA

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March 31, 2008

Honourable Barbara A. Hagerman
Lieutenant Governor of Prince Edward Island
PO Box 846
Charlottetown, PE C1A 7L9

May It Please Your Honour:

As the Minister of Social Services and Seniors, it is my privilege to submit our annual report for the fiscal year ended March 31st, 2006. As well as reporting on the department's activity this period, this report satisfies the requirements of Section 5 of the *Rehabilitation of Disabled Persons Act* and Section 10 of the *Social Assistance Act*.

During the reporting period, Honourable Chester Gillan served as Minister of Social Services and Seniors.

Respectfully Submitted,

Doug Currie

Doug W. Currie
Minister of Social Services and Seniors

March 28, 2008

Honourable Doug W. Currie
Minister of Social Services and Seniors
PO Box 2000
Charlottetown, PE C1A 7N8

Honourable Minister:

It is my pleasure to provide you with the 2005/06 annual report for the Department of Social Services and Seniors along with the year end financial summary.

The 2005/06 year was the first year of existence for this department. Created during the provincial government's program renewal, it is an amalgamation of four provincial health regions and parts of the pre-existing Department of Health and Social Services.

The amalgamation of these separate entities into two departments was challenging for both front line staff and managers in this first year. From numerous staffing and positional changes, to a budget that was developed by combining five existing budgets into one, the department had many firsts in 2005/06. However, through these challenges, staff continued to provide exceptional service to Islanders.

Along with the new department came new programs and services. The Prince Edward Island Seniors Secretariat was created to provide Island seniors with a strong voice in public policy creation as well as in tangible initiatives that support the needs of seniors. New drugs were added to the provincial formulary to help Islanders with the treatment of severe Rheumatoid Arthritis and Crohn's Disease. Phase two of the Canada-Provincial housing agreement was signed, providing an additional $1.4 million in funding to improve affordable housing on Prince Edward Island.

I would like to take this opportunity to thank staff of the department for their ongoing efforts to serve Prince Edward Islanders through the challenges of the past year.

During the reporting period, Jeanette MacAulay served as Deputy Minister of Social Services and Seniors.

Sincerely,

Sharon Cameron

Sharon Cameron
Deputy Minister,
Social Services and Seniors

Le 28 mars 2008

Honorable Doug W. Currie
Ministre des Services sociaux et des Aînés
C.P. 2000
Charlottetown PE C1A 7N8

Monsieur le ministre,

J'ai le plaisir de vous remettre le rapport annuel 2005-2006 du ministère des Services sociaux et des Aînés ainsi que le sommaire financier à la fin de l'exercice.

L'année 2005-2006 était la première année d'existence de ce ministère. Créé durant le renouvellement des programmes du gouvernement provincial, il s'agit de l'amalgamation des quatre régions sanitaires et des parties du ministère de la Santé et des Services sociaux qui existaient auparavant.

L'amalgamation de ces entités séparées en deux ministères a été stimulante pour le personnel de première ligne et les gestionnaires des deux ministères au cours de cette première année. À partir des nombreux changements de personnel et de poste, jusqu'au budget reconstitué en un budget unique par la combinaison des cinq budgets existants, le ministère a vécu plusieurs premières en 2005-2006. Toutefois, à travers tous ces défis, le personnel n'a pas cessé de fournir un service exceptionnel aux Insulaires.

De nouveaux programmes et services ont accompagné le nouveau ministère. Le Secrétariat aux Aînés de l'Île-du-Prince-Édouard a été créé pour donner aux aînés de l'Île une voix forte dans la formulation de politiques publiques ainsi que dans les projets tangibles qui supportent les besoins des aînés. De nouveaux médicaments ont été ajoutés au formulaire provincial afin d'aider les Insulaires à traiter les cas graves d'arthrite rhumatoïde et de maladie de Crohn. La phase deux de l'entente Canada-Î.-P.-É. sur le logement a été signée; elle ajoute un financement 1,4 million de dollars afin d'améliorer le logement abordable à l'Île-du-Prince-Édouard.

J'aimerais profiter de cette occasion afin de remercier le personnel du ministère de ses efforts soutenus pour servir les Insulaires tout au long des difficultés rencontrées au cours de la dernière année.

Durant l'exercice, Jeanette MacAulay a agi comme sous-ministre des Services sociaux et des Aînés.

Veuillez agréer mes salutations distinguées.

Sharon Cameron

La sous-ministre,
Sharon Cameron
Ministère des Services sociaux et des Aînés

Introduction

The Department of Social Services and Seniors was created in November of 2005 in response to the changing needs of children, families, Prince Edward Island's growing seniors population and those in need of affordable housing, access to medications, disability support or financial assistance.

The department is comprised of four divisions: **Child and Family Services**, **Social Programs**, **Pharmacy and Dental Services**, and **Corporate and Financial Services**. Within these divisions, almost 500 staff provide programs as varied as seniors housing, children's dental care, disability support, social assistance, drug cost assistance and family violence prevention to the citizens of Prince Edward Island.

The department is also responsible for a number of Prince Edward Island's Statutes including:

The *Child Protection Act*,
The *Rehabilitation of Disabled Persons Act*,
The *Adoption Act*,
The *Social Assistance Act*,
The *Child Care Facilities Act*,
The *Health Authorities Employees Act*,
The *Housing Corporation Act*,
The *Social Work Act*, and
The *Drug Cost Assistance Act*.

These statutes provide our staff with the necessary legislative authority to be able to perform their duties.

Introduction

Le ministère des Services sociaux et des Aînés a été créé en novembre 2005, en réponse aux besoins changeants des enfants, des familles, de la population aînée grandissante et des personnes ayant besoin de logement abordable, d'accès aux médicaments, de soutien aux personnes handicapées ou d'aide financière.

Le ministère est composé de quatre divisions : **Services à l'enfance et à la famille, Programmes sociaux, Pharmacie et Services dentaires, Services ministériels et financiers**. À l'intérieur de ces divisions, près de 500 membres du personnel fournissent aux citoyennes et citoyens de l'Île-du-Prince-Édouard des programmes aussi variés que le logement des aînés, les soins dentaires des enfants, le soutien aux personnes handicapées, l'aide sociale, l'aide à défrayer le coût des médicaments et la prévention de la violence familiale.

Le ministère est également responsable de plusieurs lois de l'Île-du-Prince-Édouard, notamment :

Le *Child Protection Act* (loi sur la protection de l'enfance);
Le *Rehabilitation of Disabled Persons Act* (loi sur la réhabilitation des personnes handicapées);
Le *Adoption Act* (loi sur l'adoption);
Le *Social Assistance Act* (loi sur l'aide sociale);
Le *Child Care Facilities Act* (loi sur les établissements de services de garde);
Le *Health Authorities Employees Act* (loi sur les employés des régies de la santé);
Le *Housing Corporation Act* (loi sur la société de logement);
Le *Social Work Act* (loi sur le travail social);
Le *Drug Cost Assistance Act* (loi sur l'aide financière des médicaments).

Ces lois fournissent l'autorité législative nécessaire à notre personnel pour qu'il soit capable d'exécuter ses fonctions.

Child and Family Services Division

The Child and Family Services Division provides a broad range of services to promote the safety and well-being of the children and families of Prince Edward Island. These services are directed towards: strengthening family and community resources to increase the capacity of individuals and/or families for more independent functioning; protecting the rights and well-being of children where efforts of the family have been unsuccessful; providing supports for individuals and families who lack the resources to deal with crisis events/situations in their lives.

Programs Provided by the Child and Family Services Division

Child Protection Services

Through the authority of the *Child Protection Act* and the administration of the provincial director of child welfare, child protection services are offered across the province. Services include receipt of child protection referrals, screening, investigation, services to reduce and eliminate child protection concerns, services for children in care, foster care and other residential resource services, adoption and related services.

In 2005/06, there were 1,026 child protection investigations and 214 interventions opened by child protection services in Prince Edward Island.

Children in Care

The Children in Care Program ensures that the needs of the child are met when taken into provincial care. Foster families and department staff provide guardianship functions to assure that the child's best interests are taken into account and that children receive proper care while wards of the director of child welfare.

In 2005/06, there were 301 children in care in Prince Edward Island.

In 2005/06, The Department of Social Services and Seniors provided residential services for 117 children and youth in Prince Edward Island.

Foster Care

The Foster Care Program provides day-to-day care for children who are in the custody and/or guardianship of the provincial director of child welfare, temporarily or permanently, voluntarily or through court order. Foster care providers are recruited, screened and assessed, trained, supported and supervised to ensure the safety and well being of the child.

In 2005/06, there were 107 homes providing foster care in Prince Edward Island.

Healthy Child Development / Early Childhood Services

The Healthy Child Development / Early Childhood Services section has responsibility for the delivery of preschool autism services, childcare standards and licensing, as well as the Healthy Child Development Strategy. This section also provides resource support to the Premier's Council on Healthy Child Development and the Prince Edward Island Children's Secretariat.

In 2005/06, there were 4681 early childhood spaces in 131 licensed childcare centres in Prince Edward Island.

Family Violence Prevention

The Premier's Action Committee on Family Violence Prevention is a 27-member committee consisting of representatives from 17 community groups and six government departments. The committee works closely with police, municipalities, and community organizations to address a variety of issues related to violence within families and communities, including domestic violence, child abuse, and elder abuse. It provides support to crisis centres, sponsors workshops and training sessions, offers public education, and is involved in developing policy/protocols related to services to victims of family violence.

2005 - 2006 Expenditures (Rounded to the nearest $000)	Original Budget	Actuals
Child and Family Services Division	$13,631,000	$20,037,000

Social Programs Division

The Social Programs Division provides services to Islanders in areas such as social assistance, child care subsidies, disability supports, and housing services, as well as funding to a number of non-government organizations who provide services to the citizens of Prince Edward Island.

Programs Provided by the Social Programs Division

Social Assistance Program

The Social Assistance Program provides benefits to Islanders in need of support to meet their basic needs such as food, clothing, shelter or medical requirements. These benefits are provided on a case by case basis to Islanders who meet the program eligibility requirements. Programs include financial support; medical, optical and dental assistance; and assistance with funerals.

In 2005/06, there were 6,119 clients who accessed social assistance benefits in Prince Edward Island.

Disability Support Program

The Disability Support Program (DSP) is the first program in Canada to separate disability specific support from income support. The purpose of DSP is to help with personal planning and to help meet the needs related to an individual's disability. These supports are needs based, and they are not intended to provide income.

Supports are provided for three main areas:

- child disability supports,
- adult disability supports, and
- employment and vocational supports.

Supports can take a number of different forms, including support for respite care, intensive behavioral intervention for children with Autism Spectrum Disorder, community living and community participation supports, technical aids and other devices and family support programs.

In 2005/06, there were 1,076 clients provided with disability supports in Prince Edward Island.

Child Care Subsidy Program

The Child Care Subsidy Program provides assistance to parents for the cost of licensed child care. These subsidies will pay for all or part of the cost of child care based on a family's annual net income and family size using income thresholds. Subsidies are used to pay tuition costs for early childhood programs licensed by the Child Care Facilities Board. This includes day care centres, nursery programs, family day care homes, and before and after school programs.

In 2005/06, there were 2,171 children who accessed child care subsidies in Prince Edward Island. These children came from 1,440 families.

Seniors Housing Program

The Seniors Housing Program provides apartment-style rental accommodations to low and moderate income seniors who are unable to meet their housing needs independently. In 2005/06 rent was calculated as 30 percent of income. Social Assistance recipients are charged a social assistance fixed rate of $220 in all areas of the province except Charlottetown where the rate is $405.

In 2005/06, there were 1,158 seniors housing units in Prince Edward Island.

Family Housing Program

The Family Housing Program provides rental housing for families with low to moderate incomes. Units have been assigned to nine local housing authorities (community volunteers appointed by Executive Council) for operational management. In 2005/06 rents were based on 25 percent of income. Social assistance recipients paid the greater of, social assistance fixed rate or, 25 percent of income.

In 2005/06, there were 476 family housing units in Prince Edward Island.

Canada-PEI Affordable Housing Program

A federal/provincial agreement was signed in 2003 and a supplementary agreement signed in 2005 providing $4.16 million from Canada Mortgage and Housing Corporation towards forgivable loans to encourage the creation of affordable housing units through new construction/home ownership and conversion of properties. Developers could be eligible for a forgivable loan if they construct affordable housing units and maintain these units at a fixed below market rent and rent only to low income tenants for 10 years.

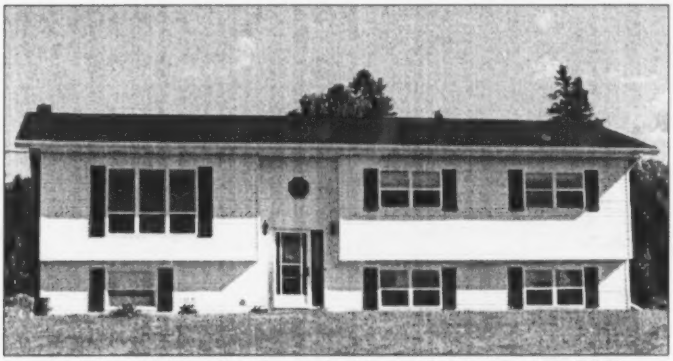
In 2005/06, there were nine new housing units developed as a result of the Canada-PEI Affordable Housing Program in Prince Edward Island.

Non-Governmental Organizations

The Social Programs Division provides program funding for a number of non-governmental organizations. This funding is provided to ensure services to Islanders in areas such as employment support, rehabilitation, housing and counselling.

In 2005/06, 29 non-governmental organizations received funding for programs in Prince Edward Island.

2005 - 2006 Expenditures (Rounded to the nearest $000)	Original Budget	Actuals
Social Programs Division	$68,176,000	$62,900,000



Hunter River Habitat for Humanity House funded in July 2005 and officially occupied in fall 2005

Pharmacy and Dental Services Division

This division is responsible for the delivery of programs and services in the areas of dental health, provincial drug programs and home oxygen programs.

Programs Provided by the Pharmacy and Dental Services Division

Pharmacy Services

Pharmacy Services is responsible for the delivery of 29 programs delivered to the public through either retail pharmacies or the Provincial Pharmacy, a central government-operated pharmacy located in Charlottetown.

Drug Cost Assistance Program (DCAP)

DCAP provides financial assistance for seniors' drug costs, particularly those costs associated with long-term drug use for chronic conditions. To access the DCAP program, individuals must be aged 65 or older, be residents of the province for at least three months, and be registered for coverage to receive benefits through Medicare. Prescriptions for approved medications can be filled in any of the approximately 40 community retail pharmacies in the province. When having a prescription filled, individuals pay an $11 co-pay plus a pharmacy professional fee of between $7 and $11 per prescription, all other costs for the prescription are paid under DCAP.

In 2005/06, there were 14,733 seniors who were provided assistance for drug costs in Prince Edward Island.

Family Health Benefit Program

The Prince Edward Island Family Health Benefit Program helps low income families with children with the cost of approved prescription drugs. Eligibility is based on family size and the net family income from the previous year. For families using this program, the family pays a pharmacy professional fee of between $7 and $11 per prescription, and the program covers all other costs of the prescription. Families can get prescriptions filled at any pharmacy on PEI.

In 2005/06, there were 1,192 people who accessed the Family Health Benefit Program in Prince Edward Island.

High Cost Drugs

Multiple Sclerosis Medications Cost Assistance Program

The Multiple Sclerosis Medications Cost Assistance Program was implemented to provide persons diagnosed with relapsing-remitting and secondary progressive Multiple Sclerosis with income-based financial assistance for the purchase of four currently available MS medications: Avonex, Betaseron, Copaxone, and Rebif.

In 2005/06, there were 62 people who were provided assistance for Multiple Sclerosis medications in Prince Edward Island.

Remicade and Enbrel Program

The Remicade and Enbrel Program provides income-based financial assistance to persons using these medications for the treatment of severe Rheumatoid Arthritis and Crohn's Disease. Coverage is limited to persons eligible for PEI Medicare and who meet specific clinical criteria based upon coverage criteria recommended by the Atlantic Expert Advisory Committee.

In 2005/06, there were 28 people who were provided drug cost assistance under the Remicade and Enbrel Program in Prince Edward Island.

Home Oxygen Cost Assistance Program

The Prince Edward Island Home Oxygen Cost Assistance Program provides Island residents with a demonstrated need for home oxygen therapy with assistance towards the costs associated with this therapy. The program will reimburse approved clients 50 percent of the cost of purchasing approved oxygen equipment and supplies up to a maximum of $200 per month.

In 2005/06, there were 107 people who were provided home oxygen assistance in Prince Edward Island.

Other Programs

The Provincial Pharmacy provides several other programs to Islanders, including disease specific programs, Diabetes control, immunization programs and nutrition services to pregnant women.

Dental Public Health

Dental Public Health assists Prince Edward Islanders to achieve and maintain optimal oral health, through its focus on children and youth, and through the provision of programs and services based on prevention of disease, promotion of health, and reduction of barriers to oral health care services.

Children's Dental Care Program

In 2005/06, the Children's Dental Care Program made dental services available to all Island children ages 3 through 16. Children are eligible for exams, x-rays and most dental treatment. Exams and treatment services are provided in both government and private dental clinics across Prince Edward Island.

Children are also eligible for free preventive dental services, including fluoride, scaling, preventive sealants and oral health education. These preventive services are provided in partnering Island schools, as well as Dental Public Health clinics located across Prince Edward Island.

In 2005/06, there were 16,629 children provided with dental services through the Children's Dental Care Program in Prince Edward Island.

Children's Orthodontic Program

In Prince Edward Island, there is a limited preventive orthodontic program provided by Dental Public Health using simple removable appliances or retainers. The purpose of the program is to make minor improvements in the position of some teeth, or to intervene early to make minor corrections that will prevent more serious orthodontic problems from occurring.

In 2005/06, there were 185 children treated through the Children's Orthodontic Program in Prince Edward Island.

Long Term Care Facilities Dental Program

Through the Long Term Care Facilities Dental Program, eligible residents of both provincial and private long term care facilities have an oral health screening done annually by a Dental Public Health staff dentist.

The purpose of the screening is to assess for evidence of pain or pathology (oral diseases), and to determine the need for treatment services as well as preventive services that would be of benefit. Residents with dental treatment needs are referred to private dentists (at the resident's own expense).

In 2005/06, there were 873 Islanders living in long term care facilities who were provided with a dental screening in Prince Edward Island.

Cleft Palate Program

The Cleft Palate Orthodontic Funding Program is a limited program that partially covers the cost of necessary orthodontic treatment when the cause of the orthodontic problem is a cleft palate. The program is available to assist the families of all Island children who have crooked teeth directly related to a hard tissue cleft palate.

In 2005/06, there were 16 families who were provided assistance through the Cleft Palate Program in Prince Edward Island.

2005 - 2006 Expenditures (Rounded to the nearest $000)	Original Budget	Actuals
Dental Health and Provincial Drug Programs Division	$26,017,000	$25,520,000

Corporate and Financial Services Division

The Corporate and Financial Services Division has the overall responsibility for the Department of Social Services and Seniors in the following areas:

- Minister's and Deputy Minister's Offices.
- Financial Services and Audit: payroll administration and accounting services relating to accounts payable and accounts receivable.
- Human Resources: benefits, temporary staffing, and position management functions.
- Federal, Provincial, Territorial (FPT) and Corporate Relations functions including: Freedom of Information and Protection of Privacy (FOIPP), records management, strategic planning, program analysis, communications and FPT liaison on social services related areas.
- Emergency Social Services
- Office of Seniors and the Seniors' Secretariat

Programs Provided by the Corporate and Financial Services Division

Financial Services and Audit

This section is responsible for the overall financial and payroll administration for the department. Included in the financial area are the responsibilities for administration of the accounts payable and accounts receivable functions, budgetary administration and management including the delivery of management information to assist in the delivery of programs, projects and services. The section is also responsible for the delivery of payroll services and risk management initiatives for the department.

In addition, the section is responsible for audit services relating to the Social Assistance Program and for providing direction and support on financial assistance overpayments. This section also manages the requirements related to the *Housing Corporation Act* in the areas of asset management, debt administration, and local housing authority operations.

In 2005/06, the Financial Services and Audit section was responsible for ensuring that approximately 60,000 cheques were provided to clients of the Social Assistance, Children in Care and Day Care Subsidy programs.

Human Resources

This section is responsible for the range of human resource matters for the overall department including such items as labour relations, personnel administration, staffing, classification services, and performance development. This section also provides application of human resource functions across the department in areas including organization development, training and development, occupational health and safety, human resource planning, and human resources information.

In 2005/06, the Human Resources section supported 498 full and part time employees within the department.

Federal, Provincial, Territorial and Corporate Relations

This section is responsible for coordination of Federal, Provincial, Territorial relations for the department. FPT tables overseen by this section include: Minister Responsible for Social Services, Minister Responsible for Seniors, Minister Responsible for Housing, and Minister Responsible for Early Child Development.

This section also coordinates the legislative agenda and provides leadership for the development of indicators and results measurement. In addition, this section provides guidance for the department in strategic planning, communications, FOIPP and records management.

Emergency Social Services

The Department of Social Services and Seniors has a provincial responsibility for the planning and coordination of measures for the social care and protection of victims of an emergency or disaster situation.

The department maintains a contract with Red Cross to assist for the provision of emergency social management. The purpose of the agreement is for Red Cross to assist in the emergency response and the direct provision and support of emergency social services during emergencies or disasters.

Office of Seniors and the Seniors' Secretariat

Recognizing that there must be a new view of aging in our province, the Prince Edward Island Seniors' Secretariat was established in November 2005. The role of the Prince Edward Island Seniors' Secretariat is to develop and support plans, policy, and programs that will improve the quality of life of Island seniors. The Seniors' Secretariat is also mandated to develop and support public education efforts for seniors and about seniors' issues.

Issues the Seniors' Secretariat will focus on include:

- The challenges and opportunities that will arise as the seniors population grows,
- Seniors' housing and the issues facing seniors who wish to remain in their own homes,
- Seniors' health care and healthy living, and
- Promoting the many contributions seniors make to improve our society.

The Seniors' Secretariat is also an entry point to provincial government for seniors, community groups, other governments and business. Staff can provide information and direction on government programs and services for seniors.

2005 - 2006 Expenditures (Rounded to the nearest $000)	Original Budget	Actuals
Corporate and Financial Services Divison	$1,933,000	$2,009,000

Seniors' Secretariat
of Prince Edward Island

Secrétariat aux aînés
de l'Île du Prince Édouard

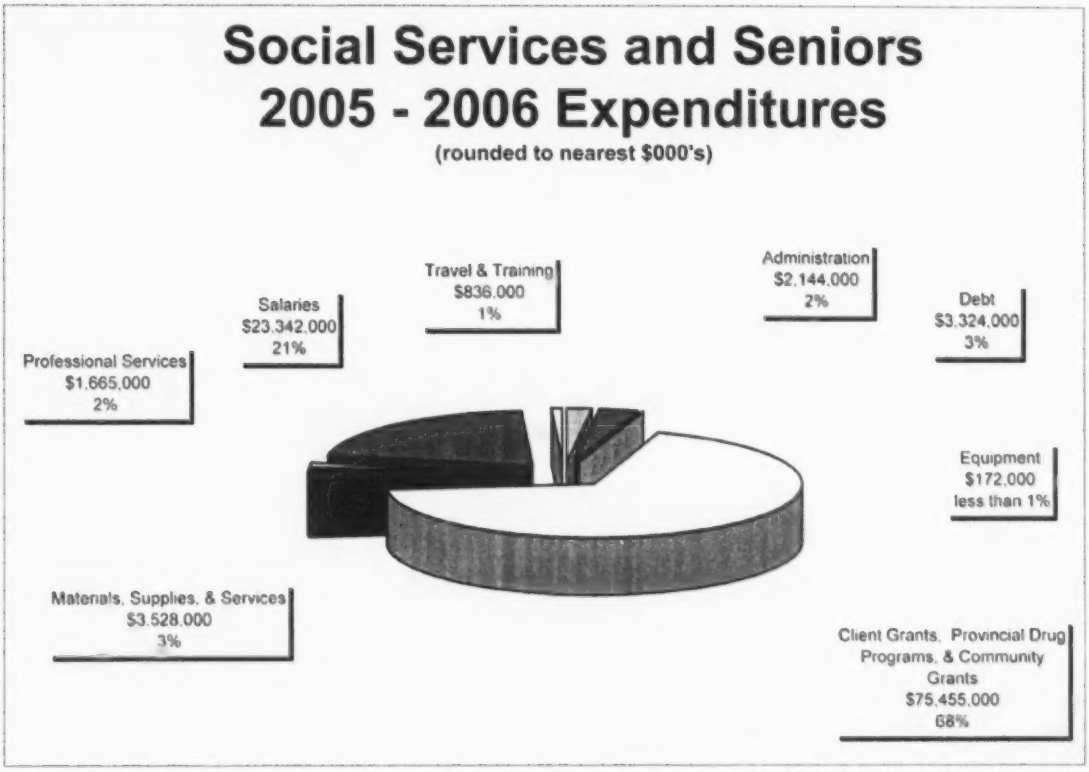
Appendix A
2005-06 Statement of Expenditures and Revenues

Note: Because Government did not make the decision to implement a new departmental structure until late March, the detailed budgets for 2005/06 were only developed for the four health regions, the Provincial Health Services Authority, and the Department of Heath and Social Services.

For the purposes of this document, the total budget was recast into the new departmental structure based on functional organizational charts. While the budget amounts are generally reflected in the correct divisions as per the organizational charts, there was considerable work done to reconstitute the budget in detail in future years' budgets.

2005 - 2006 Expenditures and Revenues (Rounded to the nearest $000)		
Division	**Original Budget**	**Actuals**
Expenditure Budget		
Corporate and Financial Services	$1,933,000	$2,009,000
Child and Family Services	13,631,000	20,037,000
Social Programs	68,176,000	62,900,000
Dental Health and Provincial Drug Programs	26,017,000	25,520,000
Total	$109,757,000	$110,466,000
Revenue Budget		
Corporate and Financial Services	$64,000	$110,000
Child and Family Services	552,000	662,000
Social Programs	7,316,000	8,459,000
Dental Health and Provincial Drug Programs	50,000	220,000
Total	$7,982,000	$9,451,000
TOTAL NET	$101,775,000	$101,015,000

Appendix B
2005-06 Expenses by Expense Type



Appendix C
Organizational Charts for the Department of Social Services and Seniors

Department of Social Services and Seniors

Functional Organizational Chart